

The background of the slide features a collage of US dollar bills, including a \$100 bill and a \$50 bill, with a green grid overlay.

Dept of Information Technology

FY 06

Services Rates & Billing Claims Informational Workshop

Shelly Person - Chief of Administration

Chris Apple - Rates Development

Kathy Ryan - Planning, Research, & Project Oversight

Shawn Curby – Internet Services/UNIX



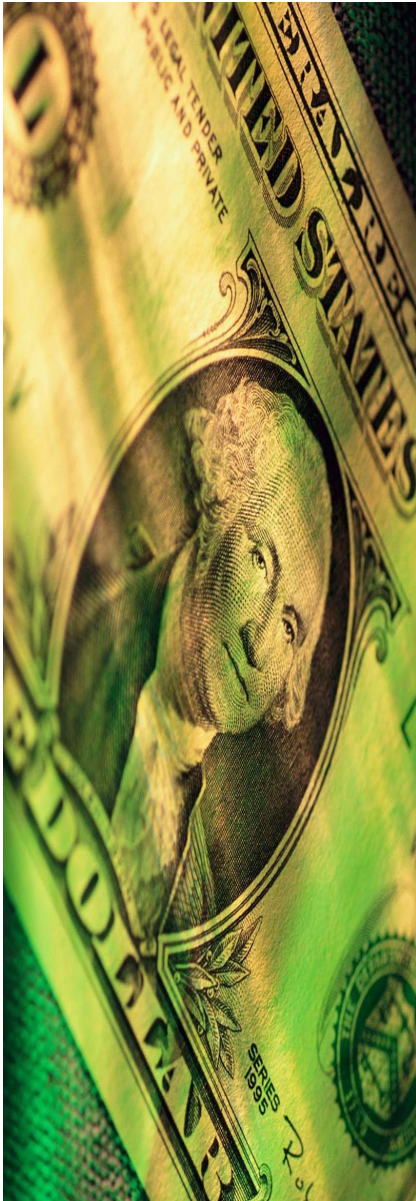
INTRODUCTION

- \$ Sign-in Sheet
- \$ Purpose of Meeting
- \$ Agenda
 - \$ DoIT Billable Services & FY 06 Rates
 - \$ Billing Claims – Samples and Issues
 - \$ Customer Agency Contacts



DoIT Billable Services

- \$ Why DoIT Bills for Services
 - \$ Internal Service Fund
 - \$ NRS 242.211
 - \$ No Direct Funding
 - \$ Total Cost Recovery from Customers
 - \$ Comply with OMB Circular A-87
 - \$ Same Rate for All Customers of a Service



Budget Impact

- \$ Customers Identify Requirements (NEBS)
- \$ DoIT Determines Total Cost for Each Service
- \$ Customers Input Projected Utilization (NEBS)
- \$ $\text{Rate} = \text{Total Cost} / \text{Total Projected Utilization}$
- \$ $\text{Customer Budget} = \text{Projected Utilization} * \text{Rate}$



Rate Computation - Example

\$ DoIT's Cost of Service – Programmer/Developer

\$ Payroll Costs:	\$650,000
\$ Operating Expenses:	\$6,000
\$ Training:	\$5,000
\$ Information Services:	\$5,100
\$ Director's Assessment:	\$90,000
\$ Deprecation:	<u>\$1,000</u>
\$ Total Cost of Service:	<u>\$757,100</u>

\$ Agencies' Utilization:

\$ B/A 1320:	400 Hrs
\$ B/A 1363:	6,600 Hrs
\$ B/A 3178:	1,900 Hrs
\$ B/A 4682:	<u>1,050 Hrs</u>
\$ Total Projected Utilization:	9,950 Hrs

\$ Rate = Cost/Utilization:

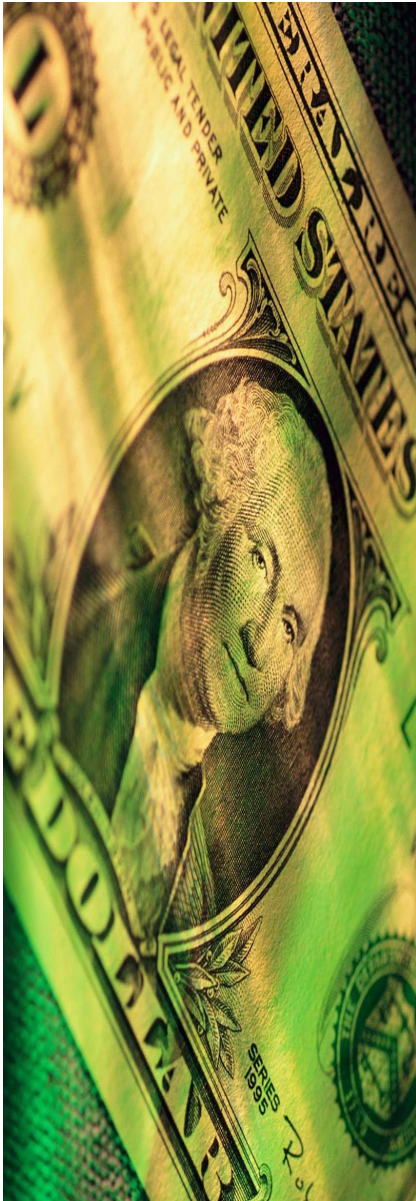
\$ $\$757,100 / 9950 \text{Hrs} = \mathbf{\$76.09/\text{Hr}}$



Agency Budgets – Example

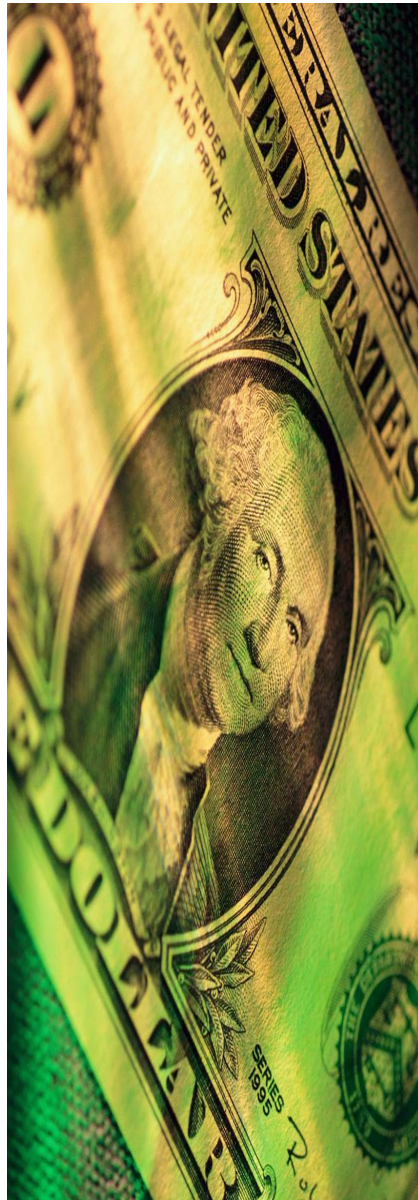
(Utilization * Rate = Budgeted Amount)

\$	B/A 1320	
\$	CAT 26 - G/L: 7510 (400 Hrs*\$76.09):	\$30,436
\$	B/A 1363	
\$	CAT 26 - G/L: 7510 (6,600 Hrs*\$76.09):	\$502,194
\$	B/A 3178	
\$	CAT 26 - G/L: 7510 (1,900 Hrs*\$76.09):	\$144,571
\$	B/A 4682	
\$	CAT 26 – G/L: 7510 (1,050 Hrs*\$76.09):	\$79,895
\$	Total G/L 7510:	\$757,098
\$	Total DoIT Cost Service:	\$757,100



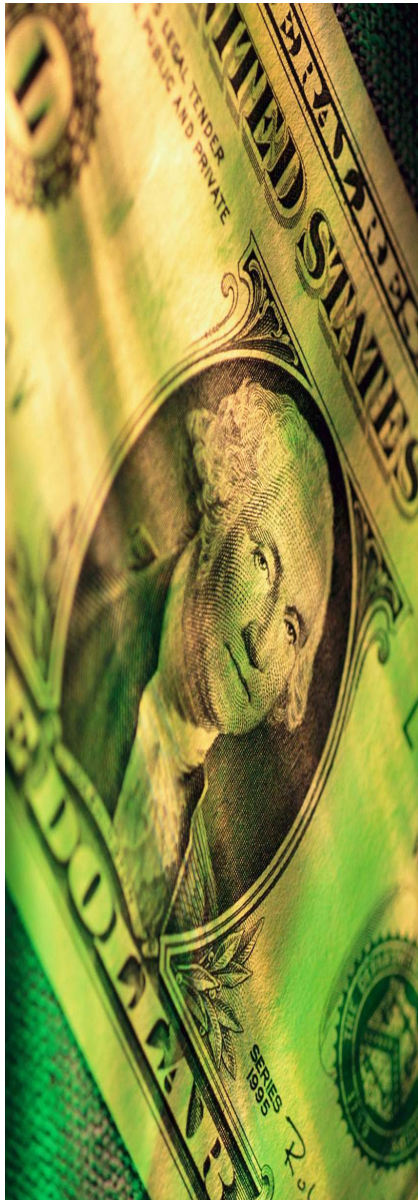
FY 06 Legislative Approved DoIT Services Rates

\$ Rate Sheet Available at:
<http://doit.nv.gov/fiscal.htm>



July 27, 2005

Nevada Department of Information Technology Rates - FY 2006			
SERVICE CONTRACT			
Exp GL	Service	Rate Unit	Rate
	IT Labor		
7510	Programmer/Developer	Per Hour	\$ 76.09
7511	Data Base Administrator	Per Hour	\$ 67.52
7515	Quality Assurance	Per Hour	\$ 71.53
7514	Project Management	Per Hour	\$ 75.05
7512	PC/LAN Technician	Per Hour	\$ 93.48
7516	Project Oversight	Per Hour	\$ 112.17
	Computing Services		
7520	Batch	Per CPU Minute	\$ 23.79
7521	TSO	Per CPU Minute	\$ 11.66
7522	CICS	Per CPU Minute	\$ 19.59
7523	DB2	Per CPU Minute	\$ 15.70
7524	Adabas	Per CPU Minute	\$ 39.11
7525	Tape I/O	Per 1000 I/O Transaction	\$ 0.05
7526	Tape Storage	Per Tape Per Day	\$ 0.01785
7527	Disk I/O	Per 1000 I/O Transaction	\$ 0.00129
7528	Disk Storage	Per Megabyte Per Day	\$ 0.00078
7529	Print Management	Per 1000 Lines	\$ 1.11
7530	UNIX Support	Per Processor Per year	\$ 15,691.67
	Server/Non-Server Hosting		
7535	Non-Server Hosting Basic	Per Device Per Month	\$ 40.03
7536	Server Hosting Basic	Per Server Per Month	\$ 66.71
7537	Server Hosting Managed	Per Server Per Month	\$ 133.42
7538	Server Hosting Full	Per Server Per Month	\$ 266.85
7532	Web Services	Per Monthly Tier	See Schedule
7533	Email Service	Per Account Per Month	\$ 6.95
7539	Data Base Hosting	Per Monthly Tier	See Schedule
	Silvernet Wide Area Network Services		
7541	Dial Up Access	Per Connection Acct Per Month	\$ 2.77
7542	Silvernet Access	Per Monthly Tier	See Schedule
7543	Direct Connection Broadband (DSL 128)	Per Connection Per Month	\$ 61.09
7545	VPN Secure Link	Per Connection Acct Per Month	\$ 14.09
	Telecommunication Services		
7295	State Phone Line	Per Line Per Month	\$ 16.44
7292	Voice Mail	Per Account Per Month	\$ 4.40
7296	Long Distance	Per Minute	\$ 0.08
7297	800 Toll Free Service	Per Minute	\$ 0.10
7298	Phone Credit Card	Per Minute	\$ 0.26
Same as Service	Work Order Administration	Percent Added to Work Order	\$ 0.09
7293	Voice System Administration	Per Port Per Month	\$ 15.92
7509	PBX Network Access	Per Connection Per Month	\$ 250.39
7294	Conference Calls	Pass Through Cost - Telecom	
	Network Transport Services		
7550	Site Space Rent	Per Rack Per Year	\$ 1,994.68
7551	Channel Rent	Per Channel End Per Year	\$ 2,086.12
7552	DS1 Circuit	Per Circuit Per Month	\$ 534.31
7553	Site Power Recovery	Per Hi Pwr System Per Year	\$ 3,191.67
	Assessments		
7392	Infrastructure	Per FTE Per Year	\$ 59.09
7392	Contract Administration	Per FTE Per Year	\$ 49.39
7392	Security	Per FTE Per Year	\$ 62.42
7392	Planning	Per FTE Per Year	\$ 125.69



July 27, 2005

**DEPARTMENT OF INFORMATION TECHNOLOGY
TIER SCHEDULE
BILLING RATES FY 2006**

SILVERNET

Tier	Usage Tier	FY 2006 Monthly Rate
1	0 to 5 gigabits	153.85
2	5.01 to 10 gigabits	307.69
3	10.01 to 20 gigabits	615.39
4	20.01 to 40 gigabits	1,230.78
5	40.01 to 80 gigabits	2,461.55
6	80.01 to 160 gigabits	4,923.13
7	160.01 to 320 gigabits	9,846.25
8	320.01 to 640 gigabits	19,692.50
9	640.01 to 1280 gigabits	39,385.00

WEB SERVICES

Tier	Usage Tier (Utilization in Bytes)	FY 2006 Monthly Rate
1	0 to 10,000,000	8.39
2	10,000,000 to 100,000,000	23.07
3	100,000,000 to 1,000,000,000	138.44
4	1,000,000,000 to 10,000,000,000	194.83
5	10,000,000,000 to 1,000,000,000,000	338.39

DB HOSTING

Tier	Usage Tier (Megabytes of Storage)	FY 2006 Monthly Rate
1	0 to 50 megabytes	40.29
2	50 to 100 megabytes	80.59
3	100 to 500 megabytes	287.80
4	500 to 1000 megabytes	518.05
5	1000 to 2000 megabytes	920.97
	additonal GB	1,151.22



FY 06 Cost Pool Definitions

- \$ Definitions Available at:
<http://doit.nv.gov/fiscal.htm>
- \$ Expenditure GLs Identified for Each Service
- \$ Service Changes in FY 06
 - \$ Project Oversight
 - \$ Server Support
 - \$ E-Mail Services
 - \$ Web Services
 - \$ Data Base Hosting
 - \$ PBX Network Access
 - \$ Infrastructure Assessment
 - \$ (aka Enterprise Access)



What is Project Oversight?

- \$ The IT Project Oversight Committee (ITPOC) was established in 2001 to ensure the successful implementation of IT projects in Nevada.
- \$ Provides a means to identify problems and issues, report them, and suggests practical solutions for remediation.
- \$ Includes project monitoring and reporting of status based on the current situation.
- \$ Provides guidance and advice as requested or required throughout the duration of the project.



What is Project Oversight?

(continued)

- \$ In support of the ITPOC, the DoIT Project Oversight unit:
 - \$ Works closely with the assigned project managers to ensure that relevant, necessary, and applicable project management activities are performed.
 - \$ Assists the project manager in reducing project risk, rework, and exposure to risk.
 - \$ Provides technical and specialized knowledge and skills as needed.



Why Project Oversight?

- \$ To improve the performance and success of IT projects in the State of Nevada.
- \$ To establish a standard project management methodology for State of Nevada projects.
- \$ To ensure qualified project managers are assigned to IT projects (Reference: All Agency Memorandum #13-05 dated 7/11/05).
- \$ To encourage best practices that lead to project performance improvements.



Who Receives Project Oversight?

- \$ Major IT projects of \$500,000 or more or projects less than \$500,000 that are determined to be critical in nature or have major impact on a state organization.
- \$ This does not include:
 - \$ Projects for ongoing or routine replacement of existing hardware (PCs, routers, servers, etc.) and software (upgrades, releases, licenses, etc.)
 - \$ Projects of short duration where (1) vendor or internal involvement is at a minimum, (2) there is only minor component reconfiguration, (3) installation is only within the agency, (4) purchases are internal to the agency, and (5) the project is transparent to the users



Who Receives Project Oversight?

(continued)

- \$ The DoIT Project Oversight Unit will contact those agencies with approved FY06/07 projects. A Service Level Agreement will be developed to outline the project oversight services provided.
- \$ For more information contact:
Kathy Ryan, Deputy Chief, P, P, P & R DoIT
775-684-5816
kryan@doit.state.nv.us



Computer Facility

\$ Environment

- \$ Secure Facility
- \$ 24X7 Coverage
- \$ Protected by UPS and Generator

\$ Services

- \$ MainFrame Computing
- \$ Linux Virtual Servers
- \$ Customer Equipment Hosting
- \$ Email Services
- \$ Web Services



Server Support

- \$ **Non** Server Hosting Basic
- \$ Server Hosting Basic
- \$ Server Hosting Managed
- \$ Server Hosting Full
- \$ Services Described on Pages 3 & 4 of Cost Pool Definitions



E- Mail Services

\$ Components

- \$ License for Server Support
- \$ License for Each Account
- \$ Virus Protection
- \$ Spam Protection
- \$ Global Address Book
- \$ Access via Wireless Device
- \$ Web Access to E-mail
- \$ Clustered E-mail Servers

\$ Agency Funding Based on FY 06 Rate and Agency Projection Utilization

\$ Cost Less than Comparable Commercial Providers



Web Services

- \$ Web Site or Web Application Hosting
- \$ Utilization in Bytes Transferred or Received
- \$ Tiers Assigned Based on Historical Data

Tier Ranges (Utilization in bytes)		
0	10,000,000	Tier 1
10,000,000	100,000,000	Tier 2
100,000,000	1,000,000,000	Tier 3
1,000,000,000	10,000,000,000	Tier 4
10,000,000,000	1,000,000,000,000	Tier 5



Data Base Hosting

- \$ Agency Data Base Stored on DoIT Server
- \$ Server Located in DoIT Computer Facility
- \$ Utilization is Megabytes of Storage Used
- \$ Tiers Assigned Based on Historical Data

Tier Ranges (Megabytes of Storage)		
0	50	Tier 1
50	100	Tier 2
100	500	Tier 3
500	1000	Tier 4
1000	2000	Tier 5



PBX Network Access

- \$ New Service -
\$250.50/Connection/Month
- \$ Provides Agencies with an
Avaya Phone System Access to
State Phone System
- \$ Greatly Reduces Agency
Intrastate Toll Charges for Calls
Made Within the State



Infrastructure Assessment

(aka Enterprise Access)

- \$ DoIT Help Desk - New
- \$ State Web Portal
- \$ Web Page Development
- \$ State "800" Number - New
- \$ State On-Line Phone Book - New
- \$ State Phone Operators
- \$ Centralized DNS Servers



Budget Execution Issues

- \$ Customer Agencies Under Utilize a Service
 - \$ Many of DoIT's Costs are Fixed
 - \$ Revenue Shortage – Not Sufficient to Cover Costs
 - \$ Potential for Mid-Year Rate Adjustment
 - \$ Possible Negative Impact on Customers Meeting Projected Utilizations – Budget Shortfall



Budget Execution Issues

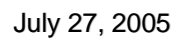
(Continued)

- \$ Customer Agency – Delay in Paying Bills
 - \$ Most Services are Billed the Month After the Service is Provided – Bills Out Mid-Month
 - \$ Few Services are Billed Annually
 - \$ Assessments are Billed Quarterly
 - \$ Annually if Total Less Than \$1,000
 - \$ Otherwise Quarterly - 1st Month of Quarter
 - \$ Impacts DoIT's Cash Flow
 - \$ Impacts DoIT's Spending Plan
 - \$ Revenues – DoIT's Only Source of Funding
 - \$ Reserves Limited to 60 Days



Billing Claims

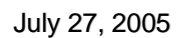
- \$ Samples of Various Billing Claims
- \$ Available at:
<http://doit.nv.gov/fiscal.htm>

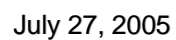
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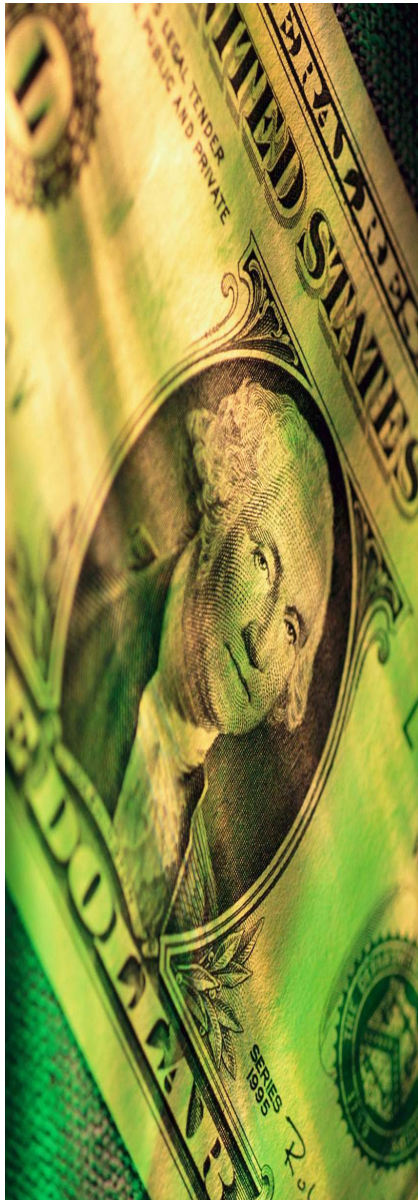


July 27, 2005

STATE OF NEVADA BILLING CLAIM										Controller's Office Use Only	
PAGE: 001 OF: 004											
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Date 07/13/05		Acct. Period		Fiscal Year 2006		<input checked="" type="checkbox"/> Involves Different Funds <input type="checkbox"/> Involves Same Fund		Comments (max. 12 characters)			
Acct Type = R											
Fund	Agcy	Org	Sub Org	Appr Unit	Function	Revenue	Sub	Job #	Credit Amt	Description (max. 25 characters)	
721	183	7071		137000		3874			125.69	DOIT PLNG	
ASSESSMENTS QTRLY BILLING FOR 1ST QTR OF FISCAL YEAR 2006									Total	125.69	
Remarks:											
SERVICE				OBJECT				STATE OF NEVADA			
DOIT PLNG				7392				DEPARTMENT OF INFORMATION TECHNOLOGY			
505 EAST KING STREET, ROOM 403 CARSON CITY, NEVADA 89701-3702 TAXPAYER ID: 88-6000022 TELEPHONE: (775) 684-4333											
Acct Type = E											
Fund	Agcy	Org	Sub Org	Appr Unit	Function	Object	Job #	Debit Amt	Description (max. 25 characters)		
If additional lines are needed, attach an Excel spreadsheet with the above information. (Max. 50 lines for entire document.)									Total		
<div>White Copy - Controller Pink Copy - Agency Yellow Copy - Agency</div> <div>I hereby certify that this claim is mathematically correct and represents a bona fide financial obligation not previously paid by, nor transferred from, the Agency's legally authorized and/or appropriated funds. The transfer is hereby authorized as indicated.</div> <div>Signature of Department Approving Authority Date</div>											
Form A-1 (NSPO Rev. 5-02) (O) 1816											

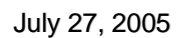
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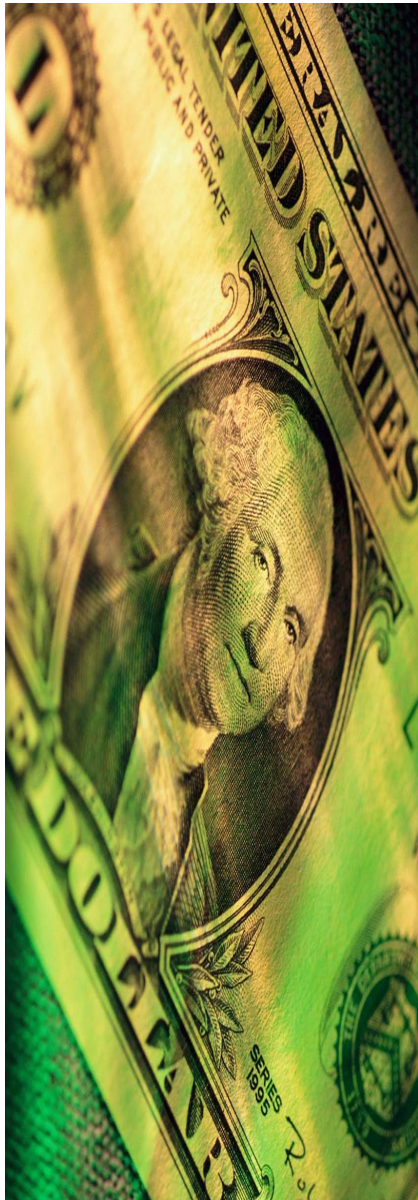
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July 27, 2005

STATE OF NEVADA BILLING CLAIM										Controller's Office Use Only	
PAGE: 004 DF: 004											
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Date 07/13/05		Acct. Period		Fiscal Year 2006		<input checked="" type="checkbox"/> Involves Different Funds <input type="checkbox"/> Involves Same Fund		Comments (max. 12 characters)			
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721	186	8765		138700		3871			59.09	DOIT INFRASTR	
ASSESSMENTS STRLY BILLING FOR 1ST QTR OF FISCAL YEAR 2006									Total	59.09	
Remarks:											
SERVICE				OBJECT				STATE OF NEVADA			
-----				-----				DEPARTMENT OF INFORMATION TECHNOLOGY			
DOIT INFRASTRU				7392				505 EAST KING STREET, ROOM 403 CARSON CITY, NEVADA 89701-3702			
								TAXPAYER ID: 88-6000022			
								TELEPHONE: (775) 684-4333			
Acct Type = E											
Fund	Agcy	Org	Sub Org	Appr Unit	Function	Object	Job #	Debit Amt	Description (max. 25 characters)		
If additional lines are needed, attach an Excel spreadsheet with the above information. (Max. 50 lines for entire document)									Total		
White Copy - Controller Pink Copy - Agency Yellow Copy - Agency											
I hereby certify that this claim is mathematically correct and represents a bona fide financial obligation not previously paid by, nor transferred from, the Agency's legally authorized and/or appropriated funds. The transfer is hereby authorized as indicated.										Signature of Department Approving Authority	
										Date	
Form A-1 (NSPO Rev. 5-02) (O) 1816											

31



July 27, 2005

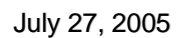
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721	181	6564		136500		3816			67.52	DOIT DBA	
721	181	6561		136500		3816			76.09	DOIT PRG/DEV	
721	181	6562		136500		3816			71.53	DOIT QA	
721	181	6560		136500		3816			75.05	PROJECT MGMNT	
IT LABOR MONTHLY BILLING FOR JULY 2005									Total	290.19	
Remarks:											
				SERVICE		OBJECT					
				-----		-----					
				DOIT DBA		7511		STATE OF NEVADA DEPARTMENT OF INFORMATION TECHNOLOGY 505 EAST KING STREET, ROOM 403 CARSON CITY, NEVADA 89701-3702 TAXPAYER ID: 88-6000022 TELEPHONE: (775) 684-4333			
				DOIT PRG/DEV		7510					
				DOIT QA		7515					
				PROJECT MGMNT		7514					
Acct Type = E											
Fund	Agcy	Org	Sub Org	Appr Unit	Function	Object	Job #	Debit Amt	Description (max. 25 characters)		
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If additional lines are needed, attach an Excel spreadsheet with the above information. (Max. 50 lines for entire document.)									Total		
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Pink Copy - Agency											
Yellow Copy - Agency											
I hereby certify that this claim is mathematically correct and represents a bona fide financial obligation not previously paid by, nor transferred from, the Agency's legally authorized and/or appropriated funds. The transfer is hereby authorized as indicated.										Date	
Signature of Department Approving Authority											

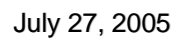
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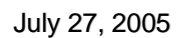


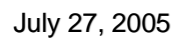
July 27, 2005

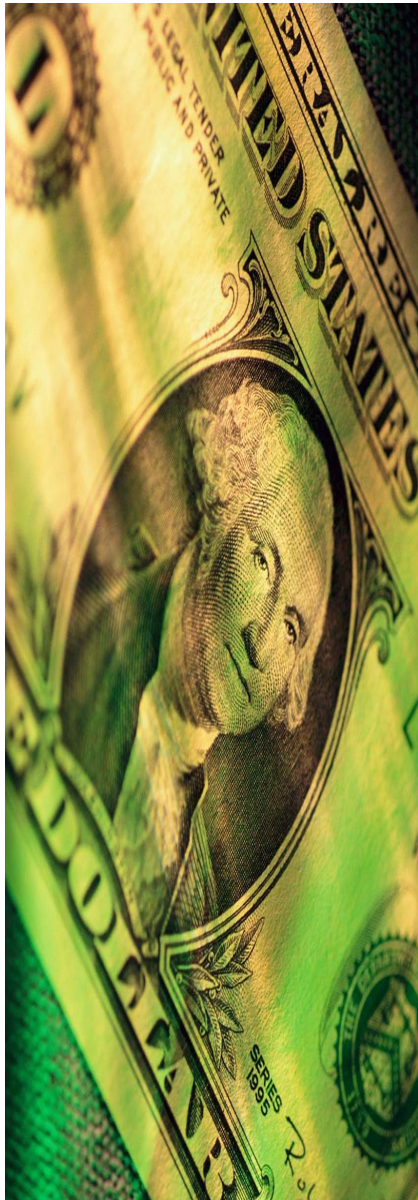
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Fund	Agey	Org	Sub Org	Appr Unit	Function	Revenue	Sub	Job #	Credit Amt	Description (max. 25 characters)	
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									:		
									:		
									:		
									:		
									:		
									:		
IT LABOR MONTHLY BILLING FOR JULY 2005									Total	112.17	
Remarks:											
SERVICE				OBJECT				STATE OF NEVADA			
DOIT PROJ OVER				7516				DEPARTMENT OF INFORMATION TECHNOLOGY			
505 EAST KING STREET, ROOM 403 CARSON CITY, NEVADA 89701-3702											
TAXPAYER ID: 88-6000022 TELEPHONE: (775) 684-4333											
Acct Type = E											
Fund	Agey	Org	Sub Org	Appr Unit	Function	Object	Job #	Debit Amt	Description (max. 25 characters)		
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								:			
If additional lines are needed, attach an Excel spreadsheet with the above information. (Max. 50 lines for entire document.)								Total	:		
White Copy - Controller				I hereby certify that this claim is mathematically correct and represents a bona fide financial obligation not previously paid by, nor transferred from, the Agency's legally authorized and/or appropriated funds. The transfer is hereby authorized as indicated.							
Pink Copy - Agency											
Yellow Copy - Agency				Signature of Department Approving Authority				Date			
Form A-1 (NSPO Rev. 5-02) (O) 1816											

34

35

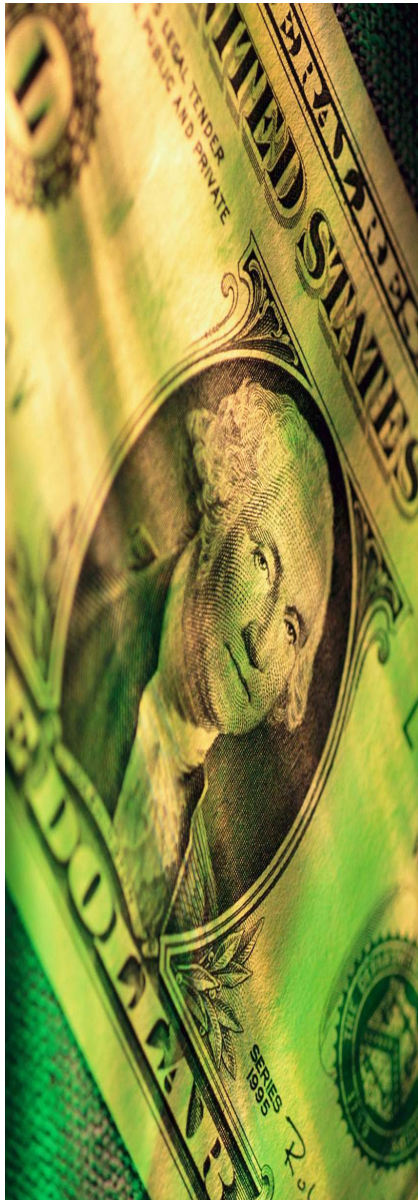
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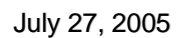
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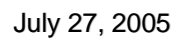
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To 1340												
Date	Acct. Period			Fiscal Year		<input type="checkbox"/> Involves Different Funds		Comments				
7/13/2005				2006		<input type="checkbox"/> Involves Same Fund		(max. 12 characters)				
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Fund	Agcy	Org	Sub Org	Appr Unit	Function	Revenue	Sub	Job #	Credit Amount	Description (max. 25 characters)		
721	185	8688		138600		3850			1,230.78	DOIT SLVNET		
721	185	8689		138600		3850			2,461.55	DOIT SLVNET		
721	185	8690		138600		3850			4,923.13	DOIT SLVNET		
721	185	8691		138600		3850			9,846.25	DOIT SLVNET		
721	185	8692		138600		3850			19,692.50	DOIT SLVNET		
721	185	8693		138600		3850			39,385.00	DOIT SLVNET		
SILVERNET WAN SERVICES												
MONTHLY BILLING FOR JULY 2005										Total 77,539.21		
Remarks:												
SERVICE				OBJECT		STATE OF NEVADA						
DOIT SLVNET				7542		DEPARTMENT OF INFORMATION TECHNOLOGY						
DOIT SLVNET				7542		505 EAST KING STREET, ROOM 403						
DOIT SLVNET				7542		CARSON CITY, NEVADA 89701						
DOIT SLVNET				7542		TAXPAYER ID: 88-6000022						
DOIT SLVNET				7542		TELEPHONE: (775) 684-4333						
DOIT SLVNET				7542								
Acct Type = E												
Fund	Agcy	Org	Sub Org	Appr Unit	Function	Object	Job #	Debit Amount	Description (max. 25 characters)			
If additional lines are needed, attach an Excel spreadsheet with the above information (Max. 50 lines for entire document)										Total -		
White Copy - Controller												
Pink Copy - Agency												
Yellow Copy - Agency												
I hereby certify that this claim is mathematically correct and represents a bona fide financial obligation not previously paid by, nor transferred from, the agency's legally authorized and/or appropriated funds. The transfer is hereby authorized as indicated.												
Signature of Department Approving Authority Date												



July 27, 2005

STATE OF NEVADA BILLING CLAIM										Controller's Office Use Only	
PAGE: 009 OF: 012											
Mail To: *SAMPLE* ADMIN:BUDGET AND PLANNING 1340										CLAIM # 180 IT 054334	
Date 07/13/05		Acct. Period		Fiscal Year 2006		<input checked="" type="checkbox"/> Involves Different Funds <input type="checkbox"/> Involves Same Fund		Comments (max. 12 characters)			
Acct Type = R											
Fund	Agcy	Org	Sub Org	Appr Unit	Function	Revenue	Sub	Job #	Credit Amt	Description (max. 25 characters)	
721	185	8696		138600		3850			14.09	DOIT VPN	
									:		
									:		
									:		
									:		
									:		
									:		
SILVERNET WAN SERVICES MONTHLY BILLING FOR JULY 2005									Total	14.09	
Remarks:											
SERVICE				OBJECT				STATE OF NEVADA			
DOIT VPN				7545				DEPARTMENT OF INFORMATION TECHNOLOGY			
505 EAST KING STREET, ROOM 403 CARSON CITY, NEVADA 89701-3702 TAXPAYER ID: 88-6000022 TELEPHONE: (775) 684-4333											
Acct Type = E											
Fund	Agcy	Org	Sub Org	Appr Unit	Function	Object	Job #	Debit Amt	Description (max. 25 characters)		
								:			
								:			
								:			
								:			
								:			
								:			
								:			
								:			
								:			
								:			
								:			
If additional lines are needed, attach an Excel spreadsheet with the above information. (Max. 50 lines for entire document.)									Total	:	
White Copy - Controller											
Pink Copy - Agency											
Yellow Copy - Agency											
I hereby certify that this claim is mathematically correct and represents a bona fide financial obligation not previously paid by, nor transferred from, the Agency's legally authorized and/or appropriated funds. The transfer is hereby authorized as indicated.										Date	
Signature of Department Approving Authority											
Form A-1 (NSPO Rev. 5-02) (O) 1816											

40

41



July 27, 2005

STATE OF NEVADA BILLING CLAIM										Controller's Office Use Only	
PAGE# 012 OF# 012											
Mail *SAMPLE* ADMIN:BUDGET AND To PLANNING 1340										CLAIM # 180 IT 054337	
Date 07/13/05		Acct. Period		Fiscal Year 2006		<input checked="" type="checkbox"/> Involves Different Funds <input type="checkbox"/> Involves Same Fund		Comments (max. 12 characters)			
Acct Type = R											
Fund	Agcy	Org	Sub Org	Appr Unit	Function	Revenue	Sub	Job #	Credit Amt	Description (max. 25 characters)	
721	187	8893		138800		3806			534.31	DOIT M DS1	
RADIO MICROWAVE SERVICES MONTHLY BILLING FOR JULY 2005									Total	534.31	
Remarks:											
SERVICE				OBJECT				STATE OF NEVADA			
DOIT M DS1				7552				DEPARTMENT OF INFORMATION TECHNOLOGY			
505 EAST KING STREET, ROOM 403 CARSON CITY, NEVADA 89701-3702											
TAXPAYER ID: 88-6000022 TELEPHONE: (775) 684-4333											
Acct Type = E											
Fund	Agcy	Org	Sub Org	Appr Unit	Function	Object	Job #	Debit Amt	Description (max. 25 characters)		
If additional lines are needed, attach an Excel spreadsheet with the above information. (Max. 50 lines for entire document.)									Total		
White Copy - Controller											
Pink Copy - Agency											
Yellow Copy - Agency											
I hereby certify that this claim is mathematically correct and represents a bona fide financial obligation not previously paid by, nor transferred from, the Agency's legally authorized and/or appropriated funds. The transfer is hereby authorized as indicated.											
Signature of Department Approving Authority											
Date											

Form A-1 (NSPO Rev. 5-02) (O) 1816



Billing Claim Questions

- \$ Please Contact Us – Don't Just Not Pay the Bill
- \$ Contact DoIT Help Desk
 - \$ Provides Tracking for Customer and Management
 - \$ Information Required
 - \$ Budget Account Number
 - \$ Billing Month
 - \$ Billing Claim Number
 - \$ DoIT Service e.g. Programmer, SilverNet, Long Distance, etc.
 - \$ As Much Detail as Possible
- \$ E-mail: Helpdesk@doit.nv.gov
- \$ Phone: (775) 684-4333
- \$ On Line: <http://helpdesk.state.nv.us/>
- \$ Un-resolvable: Dept of Admin - Billing Dispute Resolution Committee



Conclusion

- \$ Customer Agency Contact
- \$ Questions
- \$ Future Workshops